

## ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

### Title of Invention

Script Compliance and Quality Assurance Based on Speech  
Recognition and Duration of Interaction

Application Number : 10/668678

Confirmation Number: 1052

First Named Applicant: Mark Pettay

Attorney Docket Number: PAT-008D

Art Unit: 2641

Examiner:

Search string: ( 6868154 or 6167255 ).pn



### US Patent Documents

**Note: Applicant is not required to submit a paper copy of cited US Patent Documents**

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
	1	6868154	2005-03-15	Stuart			
	2	6167255	2000-12-26	Kennedy, III			

### Signature

Examiner Name	Date